# GOVERNMENT OF INDIA
# RAILWAYS
# LOK SABHA

UNSTARRED QUESTION NO:4071
ANSWERED ON:03.05.2007
REVAMPING OF CATERING POLICY,2005
Jagannath Dr. M.

**Will the Minister of RAILWAYS be pleased to state:**

(a) whether sub-standard and insufficient quantity of food is sold at exorbitant price in a number of trains running in South and South Central Railways ;

(b) if so, the number of complaints received during the last one year and the current year till date;

(c) the action taken against the contractors for supplying sub-standard food;

(d) whether the Railways have any proposal to review and revamp the New Catering Policy, 2005 so as to make available hygienic food to the passengers on board at an affordable price ; and

(e) if so, the details thereof ?

## Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS ( SHRI R. VELU)

(a): No, Sir.

(b): Indian Railway Catering and Tourism Corporation (IRCTC) managing catering services on trains, has received 332 complaints from South Zone and 253 complaints from South Central Zone, out of which 64 complaints pertain to over charging.

(c): Punitive action such as warning, counseling, fines or even termination of contracts are taken on complaints.

(d) and (e): At present there is no proposal to review the Revised Catering Policy 2005 issued in December 2005.